

Tigh-na-Cloich Care Home Service

Ord Road
Muir of Ord
IV6 7XL

Telephone: 1463872832

Type of inspection: Announced (short notice)
Inspection completed on: 11 January 2017

Service provided by:
Nansen Highland

Service provider number:
SP2003001725

Care service number:
CS2008187641

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Tigh-na-Cloich is operated by Nansen Highland, a registered charity based in Ross-shire who provide other support services to young adults with a learning disability, including day care, residential and housing support.

The service operates from a one and a half story detached house located in a residential area in the village of Muir of Ord. The accommodation has four bedrooms with en-suite facilities; two are on the ground floor and two are on the first floor. A spacious toilet with wet shower room is also located on the ground floor for the use of staff and visitors. Other communal space includes a comfortable lounge and spacious kitchen/diner that leads onto a sun porch at the rear of the house. Staff facilities include a small sleep-in room on the first floor, and an office on the ground floor. There is an established garden which provides good space to sit out and enjoy outdoor activities.

The service is registered to provide a care service to a maximum of four adults aged 16 to 25 years old, with a learning disability.

The service aims to provide a safe, secure, stimulating and caring environment, whilst also respecting each person as an individual and promote opportunities to develop skills and plan for their future.

What people told us

People told us that they were very happy with the service that they received. They said that they felt well supported and safe within the service. They told us they got on well with staff for the majority of time, but did not like it when staff were grumpy. They described positive relationships with staff and said the manager and senior management team were well known to them and they felt able to speak to them about any concerns.

People told us that they loved their home and felt very much part of a family set up. They felt that the service were helping them to grow in independence and supported them to make positive life choices.

We received three completed questionnaires from people who used the service. The information provided indicated that two people were very happy with their care and support and one was unsure how they felt about this.

Self assessment

The Care Inspectorate received a self assessment document from the provider. We were satisfied with the way this was completed. The provider gave good information about what they thought they did well and they had identified the work they thought they needed to do to improve particular areas.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

What the service does well

Tigh-na-Cloich provides very good care and support for the people who use the service and their families. The service is small and enables people to get to know each other and staff very well. This helps people develop good communication and social skills. People who used the service appeared very comfortable with the staff supporting them. We observed warm and compassionate interactions throughout the inspection.

Family members had regular and effective contact with the staff and the managers of the service. People who use the service and their families were involved in developing their support plans. These were well written and updated to reflect any changes in a person's needs. Support plans gave clear guidance on how best to support the person to be as independent as possible.

People told us staff respected their decisions and they could access support from staff when they needed and wanted this. This means that the service was flexible and could cope with change to support personal choice and showed how people could influence how their support was delivered.

People who used the service had access to a range of activities and social opportunities. These were tailored to meet people's personal choices and interests. Risk assessments highlighted areas where people may be vulnerable and detailed the supports in place to manage identified risks, whilst supporting independence and promoting confidence.

There were systems in place that supported staff well. These included regular staff meetings and 1:1 meetings. Records demonstrated how staff contributed to the development of the annual training plan for the service. We saw that staff were supported to update their knowledge and study for professional qualifications. This helps to ensure staff were skilled and confident in their practice.

Overall, the service was operating at a very good level and the grades given reflect this. Staff were committed to improve outcomes for people they supported and people were happy with the service they received.

What the service could do better

The service should ensure they have a signed letter from guardians detailing the responsibilities and decisions they have delegated to the service.

It was difficult to find clear information in people's files about the in-house reviews of their support needs. These should be separately recorded and filed with the LA reviews to ensure consistency and continuity of information. This can help the service to maintain regularity of reviews and ensure that people's needs were reviewed in line with statutory timescales.

In order to promote independence and protect privacy, the service should consider storing people's medication securely within their own rooms.

Staff should be mindful in their recording practices so that respectful terms are always used.

Supervision records showed some good use of reflection, but this could be better recorded to evidence personal learning which helps to support ongoing professional development.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings
16 Sep 2015	Announced (short notice)	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
3 Mar 2015	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate

Date	Type	Gradings	
2 Jul 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership	3 - Adequate 2 - Weak 3 - Adequate 2 - Weak
8 Jan 2014	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 2 - Weak 3 - Adequate 2 - Weak
22 Aug 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 2 - Weak 4 - Good 3 - Adequate
16 Nov 2012	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 3 - Adequate 6 - Excellent 6 - Excellent
6 Feb 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
10 Jan 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed Not assessed
3 Jun 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 4 - Good
8 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

Date	Type	Gradings	
27 Aug 2009	Announced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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